



0000080359

## ARIZONA CORPORATION COMMIS

## UTILITY COMPLAINT FORM

4700

Investigator: John La PortaPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2008      65517Date: 1/2/2008Complaint Description:      08Z      Rate Case Items - Other  
N/A      Not ApplicableFirst:Last:Complaint By:      David & Judy

Martinez

Account Name:      David & Judy MartinezHome: [REDACTED]Street:      505 W Del Rio LnWork: [REDACTED]City:      AvondaleCBR:State:      AZ      Zip: 85323is:Utility Company:      Arizona Public Service CompanyDivision:      ElectricContact Name:      [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

\*\*\*E-MAIL FORWARDED FROM COMMISSIONER MAYES OFFICE\*\*\*

From: David Martinez [REDACTED]  
Sent: Wednesday, January 02, 2008 9:10 AM  
To: Mayes-WebEmail  
Subject: APS increase

Dear Commissioner!

Both my wife and myself are against the new increase that APS is asking for. There always seems to be a excuse for them to raise rates. Enough is enough! Until they improve their own management and operating problems. We say NO to any increase.

Thank You,  
David & Judy Martinez  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

01/02/08-I sent the customer the following e-mail.

Dear Mr. Martinez:

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission.

Arizona Corporation Commission

DOCKETED

JAN 9 2008

DOCKETED BY

RECEIVED  
2008 JAN -9 A 9:58  
AZ CORP COMMISSION  
DOCKET CONTROL

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Your e-mail dated January 2, 2008 that was sent to Commissioner Mayes has been forwarded to me for investigation.

Please e-mail me with what APS case you are referring to in you're e-mail. Maybe you can refer me to a docket number, which I can cross-reference with your opinion. I ask this because the APS rate case was passed in the middle of 2007 and the case is closed.

Once I know more information, I can officially register your opinion on the case or application.

Thank you,  
John

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01/02/08-Customer sent the following e-mail response in regards to the e-mail I sent him.

In today's Arizona Republic Business section " APS seeks to boost charge for delivery" In the article it said that APS now is seeking the Arizona Corporation Commission's approval for the increase, which would roughly amount to a 1 percent increase of the average \$130 monthly bill for the utility's customers.

Thank you,  
David

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01/02/08-After consulting with Barb Keene of Commission Staff, it was determined that the customer is referring to Docket No. E-01345A-07-0713.

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01/03/08-Sent the customer the following e-mail.

Dear Mr. Martinez:

Thank you for e-mailing the Arizona Corporation Commission ("Commission") regarding your opinion on APS' application for approval of Transmission Cost Adjustor Charges. Your opinion will be placed on file with the Docket Control Center of the Commission and will be made part of the record. The Commission will also take his opinion into consideration before rendering a decision in this matter.

Please e-mail me with your billing address and home phone number, so I can add that to my record.

Thanks again,  
John La Porta

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01/08/08-Customer sent me his billing address and phone number. CLOSED.  
\*End of Comments\*

**Date Completed: 1/9/2008**

**Opinion No. 2008 - 65517**

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**Substantiated/Un-Substantiated not yet determined**

**Notes:**